

Donation Terms & Conditions

In these donation terms and conditions (**Terms**):

- 'we', 'us' or 'our' means Police Care UK is a registered charity in England and Wales (1151322) and Scotland (SC0047767) and a company limited by guarantee registered in England and Wales with company number 08426630 of 600, Woking ONE, Albion House, Unit 6 High St., Woking, GU21 6BG; and
- 'you' or 'your' means the person using our site to make a donation to us.

These Terms govern each use you make of the donation payment services provided through our website <https://www.policecare.org.uk/>.

These Terms apply to any donation you make to us via our website.

If you have any questions about these Terms or any donation you have made, please contact us by sending an email to hello@policecare.org.uk.

Do you need extra help?

If you would like these Terms in another format (for example: audio, large print) please contact us using the contact details at the top of this page.

1. Introduction

- 1.1. By using our website to make a donation you agree to be bound by these Terms.
- 1.2. These Terms are only available in English. No other languages will apply to these Terms.

2. Use of your donation

- 2.1. We will use your donation at our discretion within our stated charitable activities and objectives. Donations may be used to support core costs as well as direct charitable activities.

3. Gift aid

- 3.1. When making a donation should you confirm you are a UK taxpayer, in accordance with the requirements of the Gift Aid scheme, we will reclaim Gift Aid. It is your responsibility to determine whether you qualify for Gift Aid entitlement by consulting with an advisor from HMRC. You can find further information on Gift Aid at <http://www.hmrc.gov.uk/individuals/giving/gift-aid.htm>
- 3.2. If you have set up regular donations and you are no longer eligible to add Gift Aid, it is your responsibility to cancel the repeat donation and set up a new one without Gift Aid.

4. Your privacy and personal information

- 4.1. Our Privacy Policy is available at
- 4.2. Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

5. Donation payments

- 5.1. We accept the following credit cards and debit cards: Master Card, Visa, Amex and other payment methods - PayPal, Apple Pay, Google Pay. We do not accept cash via our website.
- 5.2. All payments through our website will be made via our payment services provider Blackbaud Europe Ltd. and Access Paysuite Ltd.
- 5.3. By confirming that you wish to proceed with your donation you authorise Stripe (or such other payment service provider we may use from time to time) to request funds from your credit/debit card.
- 5.4. Any cheques should be posted to Police Care UK, 600, Woking ONE, Albion House, Unit 6 High St., Woking, GU21 6BG.
- 5.5. If we have successfully received your donation we will send you an email to acknowledge receipt of your donation. If you do not receive such an email from us, please do let us know as soon as possible.
- 5.6. In the absence of negligence on our part, any failure by us to comply with these Terms or breach by us of our duties under applicable laws, we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us when making a donation.

6. Refund policy

- 6.1. Please note that charities are only legally permitted to return donations in very limited circumstances.
- 6.2. Please be cautious when entering your details for a donation, as it might not be possible to provide a refund once your payment has been processed.
- 6.3. If, having made your donation, you need to discuss it with us, please contact us by email at hello@policecare.org.uk or by phone at [03000120030](tel:03000120030). We will ask some questions to determine what has happened so that we can help wherever possible.
- 6.4. Before we can consider your request for a refund, we will need to ask you for some paperwork in order to proceed.
- 6.5. Once we have received all the paperwork from you, we can advise you as to how long the process will take (usually 14 days).

7. Liability

- 7.1. Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

8. Regular donations

- 8.1. You may decide to make regular donations via direct debit at [Give monthly - Police Care UK](#).

- 8.2. Should you wish to cancel your regular donation via Direct Debit, please contact your bank or building society. For further guidance on this please visit <https://www.directdebit.co.uk/direct-debit-explained/cancelling-payments>
- 8.3. When setting up a recurring donation you agree to make a donation for a set amount until cancellation.
- 8.4. Recurring donations will be processed automatically each month unless a card expires or if a payment fails to be processed.

9. Changes to these Terms

- 9.1. We amend these Terms from time to time. Every time you wish to use our site, please check these Terms to ensure you understand the Terms that apply at that time.
- 9.2. We may update and change our site from time to time to reflect any changes in our activities or how we accept donations.

10. Regulation

- 10.1. We are registered with the Fundraising Regulator and act at all times in accordance with the Code of Fundraising Practice.
- 10.2. For further information on the Fundraising Regulator, please visit <https://www.fundraisingregulator.org.uk/>.